

Corporation Counsel & Child Support Agency

The Office of Corporation Counsel provides civil legal services including legal advice, assistance, formal opinions and court representation to the County Board, County departments, elected officials and County commissions, boards and committees. The duties of the Corporation Counsel's Office are established by Wis. Stat. § 59.42, and Chapter 2.07 of the Eau Claire County Code of General Ordinances.

The Child Support Agency (CSA) is responsible for establishing paternity and establishing and enforcing child support orders and health insurance orders provided for by Title IV of the federal social security act. Provision of these services by Wisconsin counties is mandated by Wis. Stat. § 59.53(5).

2018 Accomplishments

\$ 16,159,538.38 in child support collected.

CSA Coordinator Josie LaLiberty awarded WCSEA Worker of the Year.

CSA gave away an estimated 250 books to children in their lobby.

Customer outreach conducted through CSA Question and Answer sessions and promotion of Child Support Awareness month.

Successful implementation and transition to new document generation system in CSA.

Review and revision of Title 8 of the County Code and review of Chapters 4.19, 4.25, 4.100 and 4.110.

Implementation of eFiling for mental commitment, guardianship and protective placement and child support cases.

Participated as team member finalizing lease with Friends of Beaver Creek Reserve.

CHIPS meth cases-67% of all petitions filed involved Meth.

Hiring of Child Support Manager, Child Support Specialist, and Fiscal Associate.

Finalization of Beaver Creek Reserve Lease.

Finalization of Eau Claire National Rifle Club Land Use Agreement.

Finalization of Eau Claire Curling Club Lease.

\$25,855.00 collected in Guardianship Case types.

Successful implementation of new version of case management system.

CSA continued collaboration with Workforce Resource by referring non-custodial parents to Workforce Resource for employment and training assistance.

Participated in relevant training.

Staff actively participated in the following statewide organizations

- Wisconsin Association of County Corporation Counsel
- Wisconsin Child Support Enforcement Association Board and Child Support Review Committee
- Wisconsin Child Support Enforcement KIDS Modernization Workgroup
- State Bar Government Lawyer’s Division CLE Committee

Staff actively participated in the following local organizations, committees and teams

- Eau Claire Alliance
- Mental Health Court Team member and member of Triage Committee
- Eau Claire County’s PORCH Committee
- Drug Endangered Children Committee
- Child Death Review Team
- Coordinated Services Across the Lifespan Committee
- Juvenile Justice Collaborating Committee
- Multi-Disciplinary Team
- Suicide Death Review Team
- Presenter for ECASD Mandatory Reporting in all Eau Claire Schools
- Crises Team
- Youth Leadership Eau Claire

Staff actively participated in the following county committees

- Wellness
- United Way
- Scholarship

Alignment with Strategic Plan

Ensure Financial Stability.	Innovate and adapt.	Improve Collaboration
Improve performance to increase child support funding	Revise county code and administrative policies	Reach out to community resources to assist non-custodial parents
Establish and enforce child support and medical support to ensure children are supported by both parents	Prepare for department succession due to anticipated retirements in next 5 years	Work closely with clerk of court’s office to transition to eFiling

2019 Opportunities

Continue review and revision of county code and administrative policies.

Hiring Corporation Counsel and Assistant Corporation Counsel.

Prepare and implement credit cards as an accepted form of payment in CSA.

CSA partnering with Workforce Resource to host monthly Job Fairs for customers.

Implementation of eFiling for juvenile cases.

Continue to work with HR on succession planning.

Consideration of alternatives for managing county contracts.

Explore and prepare to go paperless for CSA files.

Managing increasing caseloads in child support, guardianship and mental commitments.

Continue to develop and refine strategies to address shortage of psychiatrists to provide evaluations and testimony.

Implementation of changes in state and federal law.

Revision of the 2019 Ordinance/Resolution Drafting Manual.

PERFORMANCE MANAGEMENT PROGRAMS, GOALS AND OUTCOME MEASUREMENTS					
			2018 Budget	2018 Levy	FTE's
#1 General Legal Services			\$272,957	\$270,207	2.25
			2016	2017	2018
Number of Child Abuse Restraining Orders opened			20	33	29
Number of claims reviewed			22	39	31
Number of contracts reviewed			85	81	92
Number of contracts (all) maintained			311	296	257
Number of county ordinance violations pretrials held			22	26	29
Number of foreclosure cases reviewed			8	6	5
Number of ordinances and resolutions drafted			56	50	41
Number of ordinances and resolutions reviewed and/or revised			177	123	149
Number of juvenile guardianship cases opened			3	1	3
Performance Goal	Outcome Measures	Benchmark	2016	2017	2018
To provide timely review and drafting of contracts, resolutions and ordinances.	97% of contracts will be reviewed within 7 days of receipt.	97%	100%	97.5%	100%
	97% of resolutions and ordinances referred for drafting will be returned for review or additional information within 7 days.	97%	100%	100%	100%
To provide cost-effective services.	100% of in-house legal services will be provided at a rate less expensive than local private attorney rates as illustrated in annual local attorney rate survey.	100%	100%	100%	100%
To process claims filed against the County within two days of receipt by Corporation Counsel, excluding weekends and holidays.	95% of claims filed against the county, will be processed within 2 days of receipt of the claim by Corporation Counsel, excluding weekends and holidays.	95%	100%	100%	100%
#2 CHIPS, JIPS, TPR'S AND DHS LEGAL SERVICES			2018 Budget	2018 Levy	FTE's
			\$181,843	\$181,843	1.5
			2016	2017	2018
Number of CHIPS cases opened			241	216	165
Number of CHIPS cases involving Meth			86	66	88
Number of CHIPS Petitions filed			<i>New in 17</i>	83	112
Number of CHIPS Petitions filed involving Meth:			<i>New in 17</i>	52	75
Number of JIPS cases opened:			174	161	182
Number of TPR cases opened:			17	17	26
Performance Goal	Outcome Measures	Benchmark	2016	2017	2018
To provide timely support and competent representation to DHS staff in prosecuting CHIPS and JIPS cases.	100% of CHIPS and JIPS referrals will be responded to within 20 days of Corporation Counsel's receipt.	100%	100%	100%	100%
To provide cost-effective services.	100% of in-house legal services will be provided at a rate less expensive than local private attorney rates as illustrated in annual local attorney rate survey.	100%	100%	100%	100%

#3 CHAPTERS 51, 54 AND 55 AND ANNUAL REVIEWS			2018 Budget \$185,081	2018 Levy \$167,581	FTE's 2.27
			<u>2016</u>	<u>2017</u>	<u>2018</u>
Number of Chapter 51 cases opened			344	352	371
Number of Chapter 51 (New) cases committed			67	49	48
Number of Chapter 51 recommitment cases continued:			48	51	53
Number of Chapter 51 recommitment cases completed by stipulation:			48	39	40
Number of Chapter 51 recommitment cases requiring court appearances:			11	9	13
Number of Chapters 54 and 55 cases opened:			42	40	32
Number of Chapter 54 Temporary Guardianship cases opened:			31	24	24
Number of Protective Placement Annual Reviews scheduled:			307	306	297
Total of 54 & 55 and Annual Review fees collected			\$22,735	\$20,270	\$25,095
Performance Goal	Outcome Measures	Benchmark	2016	2017	2018
To provide timely support and competent representation to DHS staff prosecuting Chapter 51 mental commitments.	100% of Chapter 51 emergency detentions and recommitments, and Chapter 54 annual Watt's reviews will be processed and completed within the statutory time requirements.	100%	100%	100%	100%
To provide timely support and competent representation to DHS staff prosecuting Chapters 54 and 55 guardianship and protective placements and annual reviews.	100% of Chapter 54 guardianship and protective placement petitions will be completed within the statutory time requirement.	100%	100%	100%	100%
To provide cost-effective services.	100% of in-house legal services will be provided at a rate less expensive than local private attorney rates as illustrated in annual local attorney rate survey.	100%	100%	100%	100%
#4 BUILDING, ZONING AND HEALTH CODE ENFORCEMENT			2018 Budget \$54,332	2018 Levy \$54,332	FTE's .34
			<u>2016</u>	<u>2017</u>	<u>2018</u>
Number of Building, Zoning and Health Code cases opened during year:			1	1	3
Number of Building, Zoning and Health Code cases resolved during year:			1	0	1
Performance Goal	Outcome Measures	Benchmark	2016	2017	2018
To provide timely support and competent representation to the Planning and Development Department staff in prosecution of building and zoning code violations.	100% of zoning matters referred will be reviewed on a monthly basis with zoning staff until resolved.	100%	100%	100%	100%
To provide cost-effective services.	100% of in-house legal services will be provided at a rate less expensive than local private attorney rates as illustrated in annual local attorney rate survey.	12/yr.	Yes	Yes	Yes

#5 Child Support			2018 Budget \$1,267,459	2018 Levy \$39,177	FTE's 15.77
Full service (IV-D) cases:			2016 5667	2017 5766	2018 5864
Financial record-keeping only cases (non IV-D):			1472	1548	1640
Performance Goal	Outcome Measures	Benchmark	2016	2017	2018
Maximize performance-based funding and medical support incentives to minimize county levy for the program.	Court ordered rate will meet or exceed the federal/state target of 80%.	80%	92.04%	91.11%	90.55%
	Paternity establishment rate will meet or exceed federal/state target of 80%.	80%	109.73%	105.38%	105.88%
	Arrears collection rate will meet or exceed federal/state target of 80%.	80%	71.72%	71.90%	68.37%
	Current support collection rate will meet or exceed federal/state target of 80%.	80%	73.68%	73.12%	72.17%
Obtain birth cost repayments and health insurance orders when appropriate to maximize MSL incentives	Receipt of budgeted amount		54,170	54,195	45,487
Provide services per State and Federal regulations, and State/County contract.	There will be no substantiated administrative customer complaints.	None	None	None	None
	100% of contracts will be in compliance with state/county contract requirements.	100%	100.0%	100.0%	100%
	There were no violations of federal regulations cited during the fiscal year.	None	None	None	None
#6 COLLECTIONS			2018 Budget \$9,542	2018 Levy \$42	FTE's .16
Number of collections cases referred, and files opened			2016 4	2017 80	2018 0
Number of tax intercept filed			0	5	0
Number of payments received from tax intercept			\$8,079	\$5,862	\$8,638
Number of payments received, excluding tax intercepts			\$2,367	\$2,698	\$1,599
Total amount collected			\$10,446	<u>\$8,560</u> \$133,560*	<u>\$10,237</u> \$85,237*
2018 *\$133,560 includes \$125,000 collected in '17 from Bergman Logging which is deposited into Parks & Forest accounts. 2018 *\$ 85,237 includes \$ 75,000 collected in '18 from Bergman Logging which is deposited into Parks & Forest accounts.					
Performance Goal	Outcome Measures	Benchmark	2016	2017	2018
To provide timely support and competent representation in collection matters.	95% of tax intercept cases that qualify will be referred to the Department of Revenue ("DOR") within 7 days.	95%	100%	100%	100%
To provide cost-effective services	The cost of collections will be less than the amount of money collected	Yes	Yes	Yes	Yes
Totals			2018 Budget \$1,974,766	2018 Levy \$713,182	FTE's 21.74